

TAX COMPLIANCE REPRESENTATIVE

OPEN – NONPROMOTIONAL EXAMINATION

CALIFORNIA STATE GOVERNMENT - AN EQUAL OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE, OR SEXUAL ORIENTATION.

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

DEPARTMENTAL FOR

EMPLOYMENT DEVELOPMENT DEPARTMENT (EDD)

POSITIONS EXIST

Positions exist **statewide** in the EDD's Tax Branch Offices.

SALARY RANGES

Range A: \$ 2 7 6 4 - \$ 3 0 4 8 per month

Range B: \$ 2 8 5 1 - \$ 3 3 0 0 per month

Range C: \$ 3 4 1 8 - \$ 4 1 5 5 per month

CONTINUOUS FILING

Examination Applications (STD 678) will be accepted continuously. Testing will occur in accordance with the hiring needs of the Department (commence testing dates will be announced).

WHO SHOULD APPLY

Persons who meet the minimum qualifications as stated on this bulletin should apply. This is an open, nonpromotional examination. Applications will not be accepted on a promotional basis.

HOW TO APPLY

To apply for this examination, submit a completed Examination Application (STD 678) **POSTMARKED** no later than the commence testing date. Applications postmarked after the commence testing date will be kept on file for the next administration of this examination. Applications not sent through the U.S. Postal Service (i.e., hand carried to the Human Resource Services Division) must be **RECEIVED BY 5:00 P.M. ON THE COMMENCE TESTING DATE**. Use of EDD metered mail, including interoffice mail (e.g., red or gold bag), and faxed applications are prohibited. Submit applications **DIRECTLY** to:

MAILING ADDRESS:

Employment Development Department
Human Resource Services Div, MIC 54
Attention: TCR Exam
P.O. Box 826880
Sacramento, CA 94280-0001

FILE IN PERSON ADDRESS:

Employment Development Department
Human Resource Services Division
Attention: TCR Exam
751 N Street, 6th Floor Solar Building
Sacramento, CA 95814

Note: To gain access to the 6th Floor Solar Building, you must enter at 722 Capitol Mall and sign in at the security desk.

DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD

Note: All applications must include "from" and "to" dates (month/day/year), time base, civil service class titles, and range. Applications received without this information will be rejected because of incomplete information.

**SPECIAL TESTING
ARRANGEMENTS**

If you need an accessible test location, an interpreter, or other special testing arrangements because of a disabling condition or your religious beliefs, please complete question 2 and/or 3 on page 1 of the Examination Application (STD 678). You will be contacted and necessary arrangements will be made.

**VETERANS
PREFERENCE**

Veterans preference credits will be added to the final score of those competitors who are successful in this examination, and who qualify for, and have requested these points. Due to the changes in the law, which were effective January 1, 1996, veterans who have achieved permanent civil service status are not eligible to receive veterans preference credits. (Additional information is available on the last page of this bulletin.)

**CAREER
CREDITS**

This is an open, nonpromotional examination. Applications will not be accepted on a promotional basis. Career Credits do apply and will be added to the final score of all competitors in this examination who qualify for the credits and successfully complete all part(s) of the examination. (Additional information is available on the last page of this bulletin.)

**ELIGIBLE LIST
INFORMATION**

An open, nonpromotional departmental eligible list will be established for the Employment Development Department. Names of successful competitors are merged onto the list in final score order, regardless of date. Eligibility expires 18-months after it is established.

***Recompetition
Restrictions***

Competitors will be permitted to recompute for this examination only after 12-months from the commence testing date of the examination in which they competed.

**POSITION
DESCRIPTION**

The Tax Compliance Representative (TCR) is an entry-level classification. The TCR is trained in tax laws, rules and regulations, employment tax enforcement activities, unemployment/disability overpayment provisions, outreach and/or advisory assignments, status and wage provisions of the California Unemployment Insurance Code (CUIC). The TCR learns methods to contact and interview debtors in order to effect the collection of overpayments and delinquent accounts. The TCR evaluates and determines the debtor's financial status and ability to pay. TCRs are responsible for taking voluntary and involuntary collection actions to obtain compliance with the CUIC. TCRs learn skip-tracing techniques, locate and contact individuals and businesses in an effort to collect unemployment/disability overpayments or employment taxes. TCRs make field calls to enforce the provisions of the CUIC and to conduct personalized consultations. The TCR advises and educates businesses on reporting and payment requirements, as well as specific payroll tax issues affecting them and determines the taxability of payments and/or services under the provisions of the CUIC. The TCR prepares, organizes, and conducts education and outreach activities for both external and internal customers.

**EXAMINATION
INFORMATION****WRITTEN TEST ONLY – WEIGHTED 100 %**

This examination will consist of a written test weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained.

Candidates who do not appear on the date and time for their scheduled written test will be disqualified from the examination process.

RESCHEDULES WILL NOT BE ALLOWED IN THIS EXAMINATION.

**REQUIREMENTS
FOR ADMITTANCE
TO THE
EXAMINATION**

Note: All applicants must meet the education and/or experience requirements for this examination by the written test date.

Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either" I "or" II. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirements.

**Minimum
Qualifications****EITHER I**

One year of experience in the California state service performing tax compliance duties as a Program Technician II in the Employment Development Department, the Franchise Tax Board, or the Board of Equalization; or

One year of experience in the California state service performing Medi-Cal overpayment recovery duties as a Program Technician II in the Department of Health Services.

OR II

Six months of experience in the California state service performing Medi-Cal overpayment recovery duties as a Management Services Technician, Range B, in the Department of Health Services.

OR III

One year of experience in one or a combination of the following:

1. Management activities, as owner or manager of a business, in the marketing, distribution, or sale of merchandise, which requires broad public or customer contacts; **or**
2. Activities as a credit manager, loan officer, or field collector with responsibilities involving the approval of loans or credit or the collection of delinquent accounts; **or**
3. Tax compliance experience in a governmental agency. **AND**

Education: Equivalent to completion of two years (60 semester hours or 90 quarter units) of college, which must include at least one course each in basic accounting and business or commercial law. Students in their second year of college will be admitted to the examination, but must produce evidence of completion before they can be considered eligible for appointment. (Applications must indicate the following regarding the required courses: title, number of units, name of institution, and completion date.) Additional experience may be substituted for the required general education on a year-for-year basis. No substitution is permitted for the specific course work required.

OR IV

Equivalent to graduation from college, which must include at least one course each in basic accounting; business or commercial law; and one course in either economics, business administration, or public administration. (Registration as a senior in a recognized institution will admit applicants to the examination, but they must produce evidence of graduation or its equivalent before they can be considered eligible for appointment.) (Applications must indicate the following regarding the required courses: title, number of units, name of institution, and completion date.)

**PROOF OF
EDUCATION**

Applicants filing under Patterns III or IV are required to provide proof that they meet the educational requirement(s) at the time of hire by providing a copy of their diploma and/or transcripts from an accredited institution. If an applicant is not able to provide proof of education from an accredited institution at the time of hire, their name will be removed from the eligible list.

SCOPE**A. Knowledge of:**

1. Methods and problems of organization, administration, and management.
2. Commercial law, business practices, and financial record keeping.
3. Provisions of State and tax laws administered.
4. Rules of evidence, preparation of evidence, and court procedure.
5. Interviewing techniques.
6. Methods used by violators in evading tax liability.
7. Investigation techniques and sources of information used in locating persons.
8. Methods used and remedies available for the collection of taxes.
9. Functions of Federal, State, and local tax, regulatory and law enforcement agencies.

B. Ability to:

1. Communicate at a level required for successful job performance.
2. Learn and operate automated equipment.
3. Learn, interpret and apply provisions of the laws, rules and regulations administered.
4. Analyze situations accurately and take effective action.
5. Interact with citizens and public officials under conditions requiring the utmost in tact and good judgment.
6. Communicate effectively in a clear and concise manner.
7. Independently conduct complex investigations and detect or verify suspected violations.
8. Work cooperatively with other enforcement agencies.

**INQUIRIES ABOUT
THIS EXAMINATION**

The EDD encourages all potential applicants to read this entire bulletin. Please refer to page 5 of this bulletin for additional examination information. All inquiries about this examination should be directed to the TCR Exam Technician at (916) 654-6869.

GENERAL INFORMATION

THE EMPLOYMENT DEVELOPMENT DEPARTMENT (EDD) reserves the right to revise the examination plan to better meet the needs of the service if the circumstances change under which this examination was planned. Such revision will be in accordance with civil service laws and rules and all candidates will be notified.

IT IS THE CANDIDATE'S RESPONSIBILITY to contact the EDD, Human Resource Services Division, (916) 654-6869, six weeks after the commence testing date if he/she has not received a notice and/or **THREE DAYS PRIOR to the written test date** if he/she has not received his/her notice to appear for the written exam. If a candidate's notice of testing fails to reach him/her prior to the day of the test due to a verified postal error, he/she will be rescheduled upon written request.

EXAMINATION APPLICATIONS (STD 678) are available at www.spb.ca.gov, local offices of the Employment Development Department, and at the State Personnel Board, 801 Capitol Mall, Sacramento, CA.

If you meet the requirements stated on this bulletin you may take this examination, which is competitive. Possession of the entrance requirement(s) does not ensure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of the other candidates who take this test, and all candidates who pass will be ranked according to their scores.

GENERAL QUALIFICATIONS: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment and ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class.

EXAMINATION LOCATIONS: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, written tests are scheduled in Sacramento, San Francisco, and Los Angeles. However, locations of the written test and dates may be limited or extended as conditions warrant.

ELIGIBLE LISTS: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, 6) open eligible list. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin. In the case of continuous testing examinations, names are merged into the appropriate eligible lists in order of final test scores regardless of the date of the test and the resulting eligible lists will be used only to fill vacancies in the area shown on the bulletin.

CAREER CREDITS: Career Credits are granted only in Open, Nonpromotional examinations, as follows: 1) State employees with permanent civil service status; 2) full-time employees of the State who are exempt from State civil service pursuant to the provision of Section 4 of the Article VII of the California Constitution, meet all qualification requirements specified by the Board, and have 12 consecutive months of service in an exempt position; and 3) members of the California Conservation Corps who have served one full year or are graduates of the California Conservation Corps (eligibility shall expire 24 months after graduation from the California Conservation Corps). Three points are added to the final test score of those candidates who meet the above criteria and who pass the examination. Such examinations cannot be for managerial positions as described in Government Code Section 3513. Competitors not currently employed in State civil service who have mandatory reinstatement rights may also be eligible for career credits, but they must explain their civil service status in the appropriate section on the Application Form 678. (Section 4 of the Article VII of the California Constitution is posted at the State Personnel Board, 801 Capitol Mall, Sacramento, CA.)

VETERANS PREFERENCE: California law allows granting of veterans preference credit in Open and Open, Nonpromotional examinations. Credit in open entrance examinations is granted as follows: 15 points for disabled veterans; and 10 points for all other veterans, widows and widowers of veterans, and spouses of 100% disabled veterans. Credit in Open, Nonpromotional examinations is granted as follows: 10 points for disabled veterans, five points for other veterans. Directions for applying for veterans preference credit are on the Veterans Preference Application (Form 1093) which is available from the Department of Veterans Affairs, P.O. Box 942895, Sacramento, CA 94295-0001, and participating offices of the Employment Development Department, and on the Internet at www.spb.ca.gov.

HIGH SCHOOL EQUIVALENCE: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

EMPLOYMENT DEVELOPMENT DEPARTMENT
Human Resource Services Division, MIC 54
P.O. Box 826880
Sacramento, CA 94280-0001
Telephone/Exam Hotline: (916) 654-6869
Web site: www.edd.ca.gov

California Relay Service for Hearing Impaired:
From TDD Phone: (800) 735-2929
From Voice Phone: (800) 735-2922

TDD is a Telecommunications Device for the Deaf and is reachable only from telephones equipped with a TDD device.